

OFFICE OF THE CITY MANAGER LTC # 016-2013

# RECEIVED

LETTER TO COMMISSION

TO: " Mayor Matti Herrera Bower and Members of the City Commission

FROM: Kathie G. Brooks, City Manager

DATE: January 14, 2013

SUBJECT: Cleanliness Index & Assessment Program Results for FY 2012/13 Quarter 1

The purpose of this Letter to Commission is to communicate the results of the award winning Cleanliness Index and Assessment program from FY2012/13 Quarter 1 (September 1, 2012 to December 31, 2012).

# **Background**

The Miami Beach Public Area Cleanliness Index is an objective measurement of performance ranging from 1.0 (Very Clean) to 6.0 (Very Dirty) and includes assessments of litter, litter/ garbage cans/dumpsters, organic material, and fecal matter. The results of the assessments are used to monitor the impacts of recently implemented initiatives to target areas for future improvements, and assure the quality of services.

During FY 2006/07, the City tightened the target for the Citywide and area-specific cleanliness indicators from 2.0 to 1.5 – the lower the score on the cleanliness index indicates a cleaner area. This target continues to be the same through FY 2007/08, FY 2008/09, FY 2009/10, FY 2010/11, and FY 2011/12. As important, the City also has a goal to ensure that 90 percent of assessments score 2.0 or better.

# Summary of the Cleanliness Assessment Results FY 2012/13 Quarter 1

Overall, the citywide cleanliness index improved during FY 2012/13 Quarter 1 by 35.0% when compared to the same quarter in FY2005/06 (the first year the program was implemented) and improved when compared to the same quarter in FY2011/12 by 12.8%. In general, the City's cleanliness has steadily progressed as evidenced by the index, anecdotal information, and results of our most recent resident survey. However, cleanliness remains a top priority for the City.

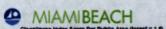
# Positive and Improved Areas in FY 2012/13 Quarter 1

• Beaches - Scores remained stable for areas covered by Miami Beach staff and improved by 12.9% for areas covered by Miami Dade County (MDC) compared to the same quarter in FY2011/12. Cleanliness of beaches remains a priority, with multiple departments collaborating to address prior issues. Further improvements from Miami-Dade County include the increased number of garbage cans on the beach from 150 to 215. In addition, the garbage cans were changed from 45 gallons to 70 gallons, to allow for increased usage.

Parks- Overall scores improved by 11.1% when compared to the same quarter in FY2011/12 and 10.5% when compared to the prior quarter. Organizational Development will provide training on the cleanliness index to park facility managers and staff, to increase awareness of program factors. Parks will work with the Homeless Outreach team to address specific issues in parks located in the North Beach area.

## Areas of Focus

- Waterways Overall scores improved by 39.4% when compared to the same quarter in FY2005/06, but this continues to be an area of focus as scores remain poor compared to all assessment areas. Waterways improved by 25.7% when compared to the same quarter in FY2011/12. Waterways in the North Beach area reflect a deterioration of 5.5% when compared to the prior quarter; however, improved 37.1% when compared to the prior FY quarter. Public Works has selected a new contractor and adjusted the schedule to have greater flexibility in order to address issues immediately due to shifting water currents and high tides. Organizational Development will provide training to contracted staff regarding cleanliness index and program factors.
- <u>Alleys</u>— Overall scores in alleys improved 5.7% when compared to the same quarter in FY 2011/12. However, the alley cleanliness rating at 1.81 remains among the poorest citywide. Illegal dumping in North Beach continues to be an issue and overflowing dumpsters are an issue in South Beach. Code enforcement will provide support for the Recycling ordinance by distributing informational pieces provided by Public Works to business owners in the South Beach area.
- Parking Lots Overall, scores improved by 11.1% when compared to the same quarter in FY2011/12. North Beach parking lots reflect a moderate decline with a 4.2% change from the prior quarter, with primary drivers of the decline being litter on the ground and illegal dumping. As of October 1, 2012, two (2) full crews are servicing select parking across lots across Miami Beach seven (7) days a week. Sanitation will monitor and adjust as needed.
- <u>Streets</u>— Streets across the Beach improved by 12.8% when compared to the same quarter in FY2011/12. Streets in the North Beach area declined by 11.3% when compared to the prior quarter, specifically the commercial non-entertainment area by 6.8% when compared to the prior quarter. Sanitation has adjusted crew scheduling to address North Beach issues in the morning, both during the week and weekend hours, and will continue to monitor the North Beach issue.
- <u>Sidewalks</u> Sidewalks across the Beach 8.3% when compared to the same quarter in FY2011/12. Sidewalks in residential areas in South Beach declined by 23.2% and 7.1% in North Beach when compared to the same quarter in FY2011/12; however, approximately 92.7% of residential sidewalks are exceeding the established target. The adjusted crew scheduling mentioned above impacts sidewalks along with streets.



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Commercial - Non-Entertainment	1.3	7	2.1	5	1.5	1	1.7	9
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ets	2.03	1.73	1.74	1.65	1.55			
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Commercial - Non-Entertainment	1.83	1.65	1.63	1.57	1.50	TO STORY AND	STATE OF THE PARTY	
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Not including alleys	1.52	1.00	1.01	1.44	146	-5.8%	-25.2%	The State of the S
Commercial - Entertainment	1.51	1.50	1.24	1.15	1 14	-7.1%	-28.1%	
	1.51	1.51	1.4	1.45	1	-7.1%	-18.0%	1000000
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Commercial - Non-Entertainment	1.40	SERVICE AND		Phillips 19		-4.8%	-8.5%	-25.9%
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88.3% 87.2% 87.2% 81.5% 75.8% 91.6% 90.9% 89.7% 94.3% 92.8% 84.7% 84.2%	88.3% 93.1% 73.7% 88.4% 87.3% 86.9% 91.0% 93.4% 75.5% 72.0%	92.8% 92.8% 92.6% 93.1% 91.6% 92.2% 87.3% 91.5% 91.5% 91.5% 97.4% 92.7% 92.7% 92.7%	93.4% 95.7% 89.6% 94.8% 64.6% 85.7% 82.2%	91.0% 92.4% 89.5% 83.1% 79.6% 91.3% 92.5% 88.4% 92.9% 93.1% 83.3% 74.0%	1.5% -0.2% 3.3% 1.4% 5.3% 1.8% -0.5% 2.3% 3.5% 2.7% -1.6% 4.8% 1.0% -0.8% -1.5% -1.3% -1.3% -1.3% -1.3% -1.0% -3.0%	22.6% 18.2% 25.1% 7.2% 19.6% 37.7% 24.6% 28.9% 16.6% 26.5% 26.5% 26.5% 27.5% 26.5% 2	32.0% 27.3% 28.5% 13.2% 37.7%
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88.3% 87.2% 81.5% 75.8% 91.5% 90.9% 89.7% 84.3% 92.8% 84.7% 64.2% 87.7% 81.5% 93.0% 89.5% 93.0% 89.5% 94.8%	88.3% 93.1% 73.7% 88.4% 87.3% 86.9% 91.0% 93.4% 75.5% 72.0%	92.8% 92.8% 92.6% 93.1% 91.6% 92.2% 87.3% 91.5% 91.5% 91.5% 97.4% 92.7% 92.7% 92.7%	93.4% 95.7% 89.6% 94.8% 64.5% 85.7% 82.2%	91.0% 92.4% 89.5% 83.1% 79.6% 91.3% 92.5% 88.4% 92.9% 93.1% 83.3% 74.0%	1.5% -0.2% 3.3% 1.4% 5.3% 1.8% -0.5% 2.7% -1.6% 4.8%  1.0% -0.8%  1.0% -0.8% -1.5% -	22.6% 18.2% 25.1% 7.2% 19.6% 37.7% 24.6% 28.9% 16.6% 26.5% 26.9% 29.3% 23.0%  Difference from other production of the pr	32.0% 32.0% 27.3% 28.5% 13.2% 37.7% 40.8% 30.1% 25.9% 26.8% 40.3%
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	67.5 65.7 66.1 76.7 62.6 69.2 69.2 69.2 48.3 42.3 64.1 75.3 FY08 FY 22 79.9 80.1 81.1 81.1 81.1 89.1 89.1 89.1 89.1 89	61 67.5% 66.7% 66.1% 76.7% 66.8% 67.7% 62.6% 69.2% 69.2% 63.5% 62.4% 46.3% 48.0% 42.9% 64.1% 75.3% Frosno FY seers 79.4% 86.4% 87.8% 87.3% 82.5% 69.0% 69.0% 81.4% 79.6% 89.1% 65.7% 71.5%	21	at         az           67.5%         71.1%           65.7%         79.2%           68.1%         81.1%           76.7%         72.2%           68.8%         84.6%           37.7%         36.5%           62.6%         68.7%           69.2%         71.5%           63.5%         50.4%           52.4%         78.1%           46.3%         88.0%           48.0%         59.5%           42.9%         83.7%           64.1%         83.8%           75.3%         78.4%           FY0910         FY1011           FY 20070         FY 20071           87.3%         89.0%           82.5%         90.0%           82.5%         90.0%           82.5%         90.0%           81.4%         80.1%           89.1%         80.6%           89.1%         80.6%	Q1         Q2         Q3           57.5%         71.1%         56.7%           65.7%         79.2%         03.9%           68.1%         81.1%         47.55           76.7%         72.2%         82.4%           60.5%         84.6%         06.2%           37.7%         36.5%         56.4%           69.2%         71.5%         41.7%           63.5%         56.4%         79.8%           52.4%         78.1%         52.1%           48.0%         69.5%         40.2%           48.0%         69.5%         40.2%           42.9%         83.7%         34.5%           64.1%         83.8%         66.9%           75.3%         78.4%         63.9%           Fyourto         Fyturit         Fyturit           Fy torre         Fy torre         79.4%         63.9%           87.8%         90.3%         89.9%         82.5%           80.9%         82.5%         90.9%         83.7%           81.4%         86.1%         86.9%         86.9%           81.4%         86.8%         86.9%         86.9%           81.4%         86.8%         86.8%	## ## ## ## ## ## ## ## ## ## ## ## ##	### ### ##############################

18.8%

-1.5%

0.8%

40.1%

# Cleanliness Key Intended Outcome

Cleanliness was identified in our community surveys as a key driver affecting overall quality of life. In addition, in the 2012 survey, residents and businesses rated cleanliness as the number one service the City should strive not to reduce. The City has implemented increases in service levels and community satisfaction levels have improved. Overall scores have improved by 24.2% from FY2005/06 to FY2011/12.

#### **Next Quarter Assessments**

City employees and Neighborhood Leadership Academy alumni and students are conducting cleanliness assessments every quarter. If you or any member of your staff is interested in participating in the City's Public Area Cleanliness Program, please contact Dr. Leslie Rosenfeld with the Office of Budget and Performance Improvement Organizational Development Division at extension 6923.

If you have any further questions, please feel free to contact me.

c: Jorge Gomez, Assistant City Manager
Max Sklar, Assistant City Manager
Fred Beckmann, Public Works Director
Kevin Smith, Parks and Recreation Director
Saul Francis, Parking Director
Stephen Scott, Building Director
Hernan Cardeno, Code Compliance Division Commander
Robert Santos-Alborna, Code Compliance Division Director
Al Zamora, Sanitation Division Director

KGB:LDR